



Scarborough Survivors Mental Health Resource Centre and Crisis Café

JOB DESCRIPTION

CRISIS CAFÉ SENIOR SUPPORT WORKER

Hours:	To be agreed
Salary:	£13.00 per hour
Pension:	Auto-enrolment
Contract:	Permanent
Holiday:	Pro rata to hours worked
Accountable to:	Chief Executive Officer
Place of Work	Resource Centre, 9 Alma Square, Scarborough / A&E Department, Scarborough General Hospital

Scarborough Survivors

A voluntary registered charity supporting people over the age of 16 affected by poor mental health. The charity has been operating in Scarborough since 1994 and is service user-led. We were awarded the Queens Award for Voluntary Services in June 2017. The new Crisis Café service will offer a safe sanctuary for people in times of crisis/distress within a homely environment by providing a service for those at the time of distress and for those seeking to prevent the onset of such. Providing a holistic, non-judgemental, empathic and respectful intervention for those people at their time of need.

Key Responsibilities

- Ensure the smooth running of the crisis café and the project as a whole
- Provide advice and emotional support to individuals referred or presenting at the café
- Welcome new referrals to the café, carry out initial assessments and maintain accurate appropriate records within the required data collection and reporting system
- Help people to develop self-management strategies and to make the best use of the local resources around them, signposting or making referrals as required
- Ensure smooth partnership working is maintained with voluntary sector and statutory service partners
- Ensure the wellbeing and safety of service users, reporting any concerns to the Chief Executive Officer, as soon as possible
- Communicate effectively with other team members ensuring that relevant information is passed on appropriately

Personal Specification / Selection Criteria

Essential

- High level of ability and at least one year's experience of providing a support service to vulnerable adults
- Knowledge of safeguarding guidelines
- Counselling skills
- An understanding of and sensitivity to the needs of people living with mental health problems
- Discretion and judgement when dealing with sensitive and/or confidential information
- Ability to deal effectively and calmly with challenging situations, ensure wellbeing and safety of service users, staff and volunteers, reporting any concerns to the Chief Executive Officer
- Good verbal communication and interpersonal skills.

Desirable

- BA Counselling degree or equivalent
- RMN or RGN
- First Aid

Values

- Strong commitment to the ethos of Scarborough Survivors
- Good work ethic

Supervision and Support

- Supervision is provided by the Chief Executive Officer
- Scarborough Survivors has a system of annual appraisals
- Scarborough Survivors is committed to training as appropriate
- Regular Team Meetings

The post is subject to Enhanced DBS Check